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Enterprise Computing System

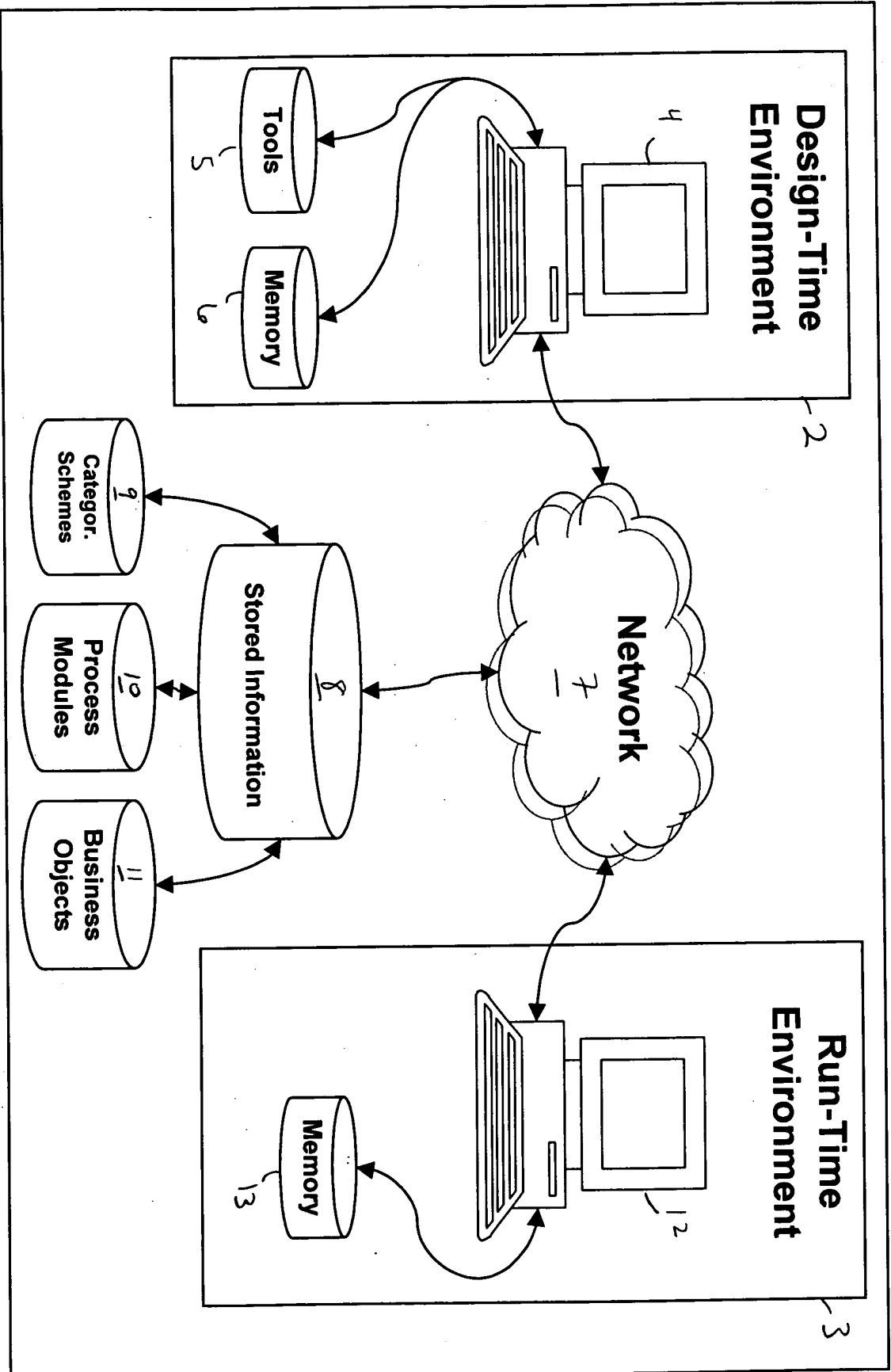


Fig. 1A

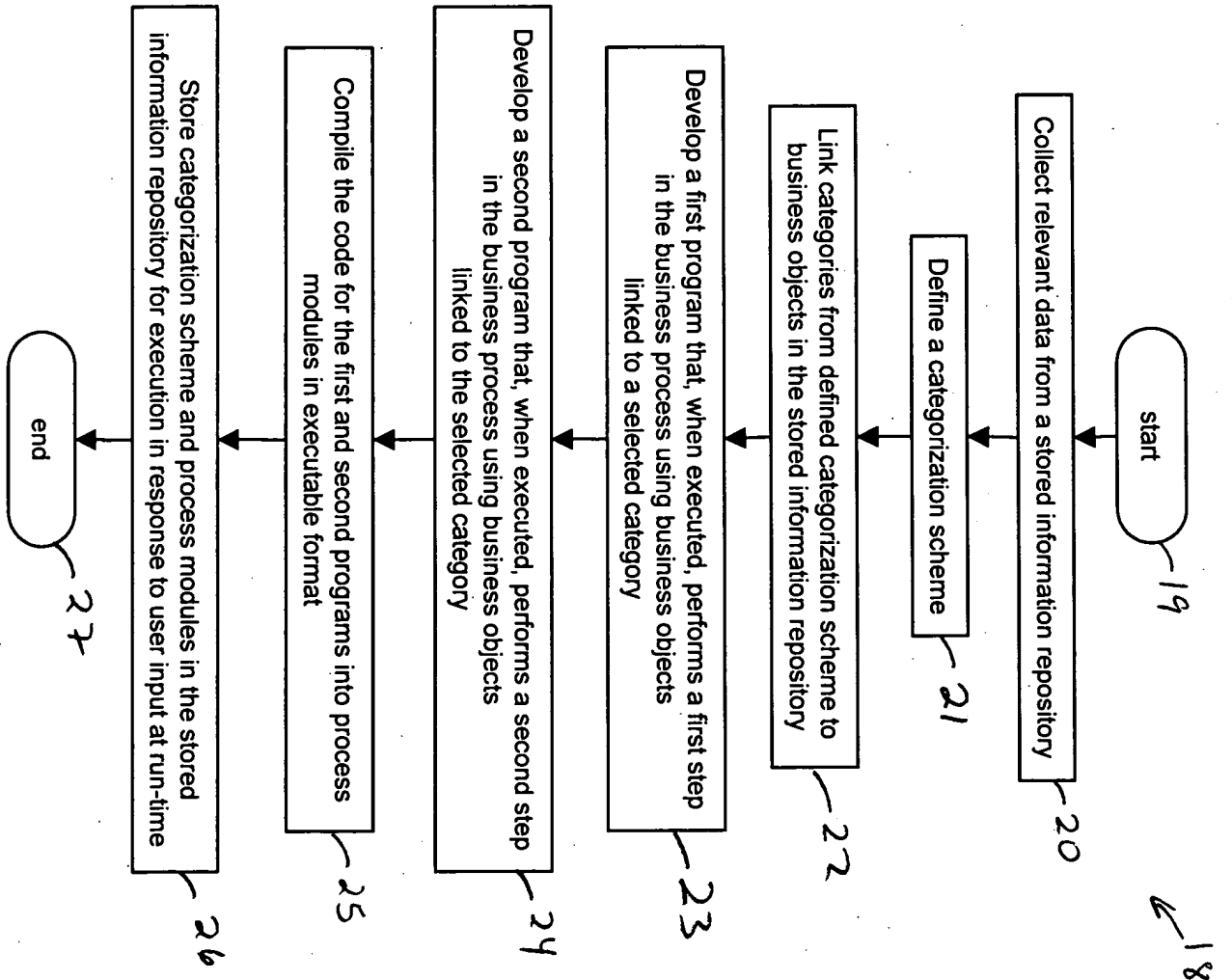
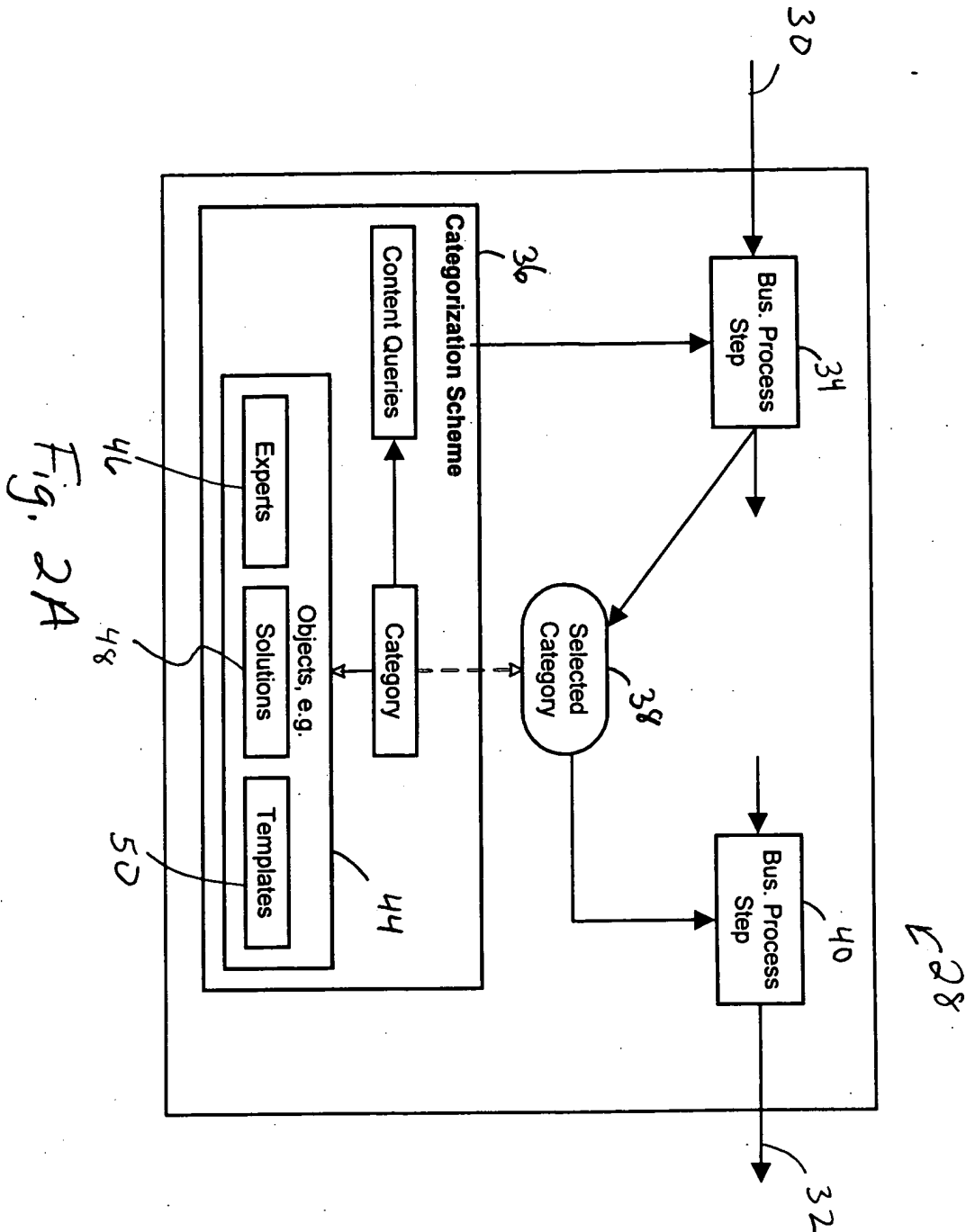


Fig. 18

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US



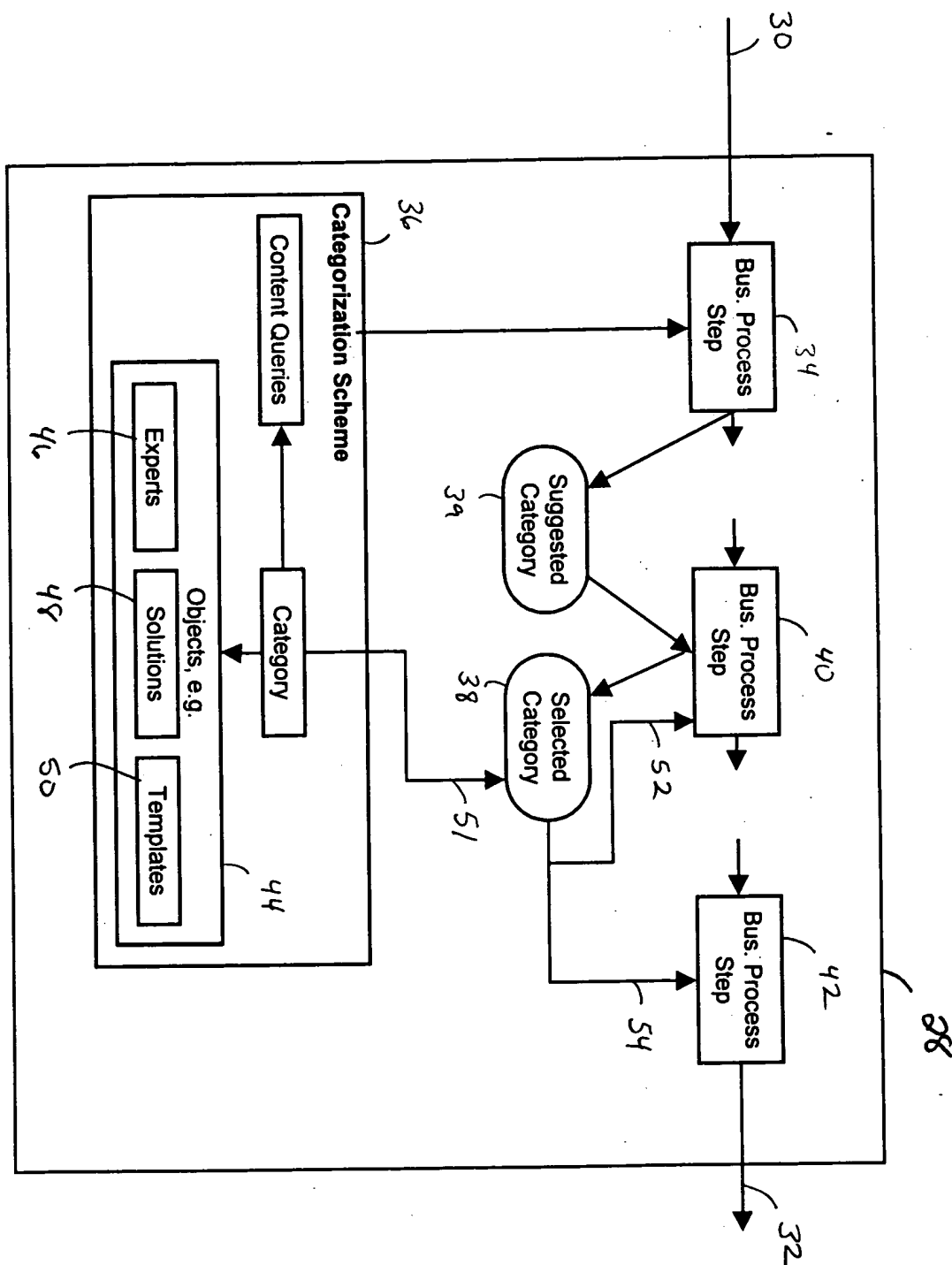


Fig. 2B

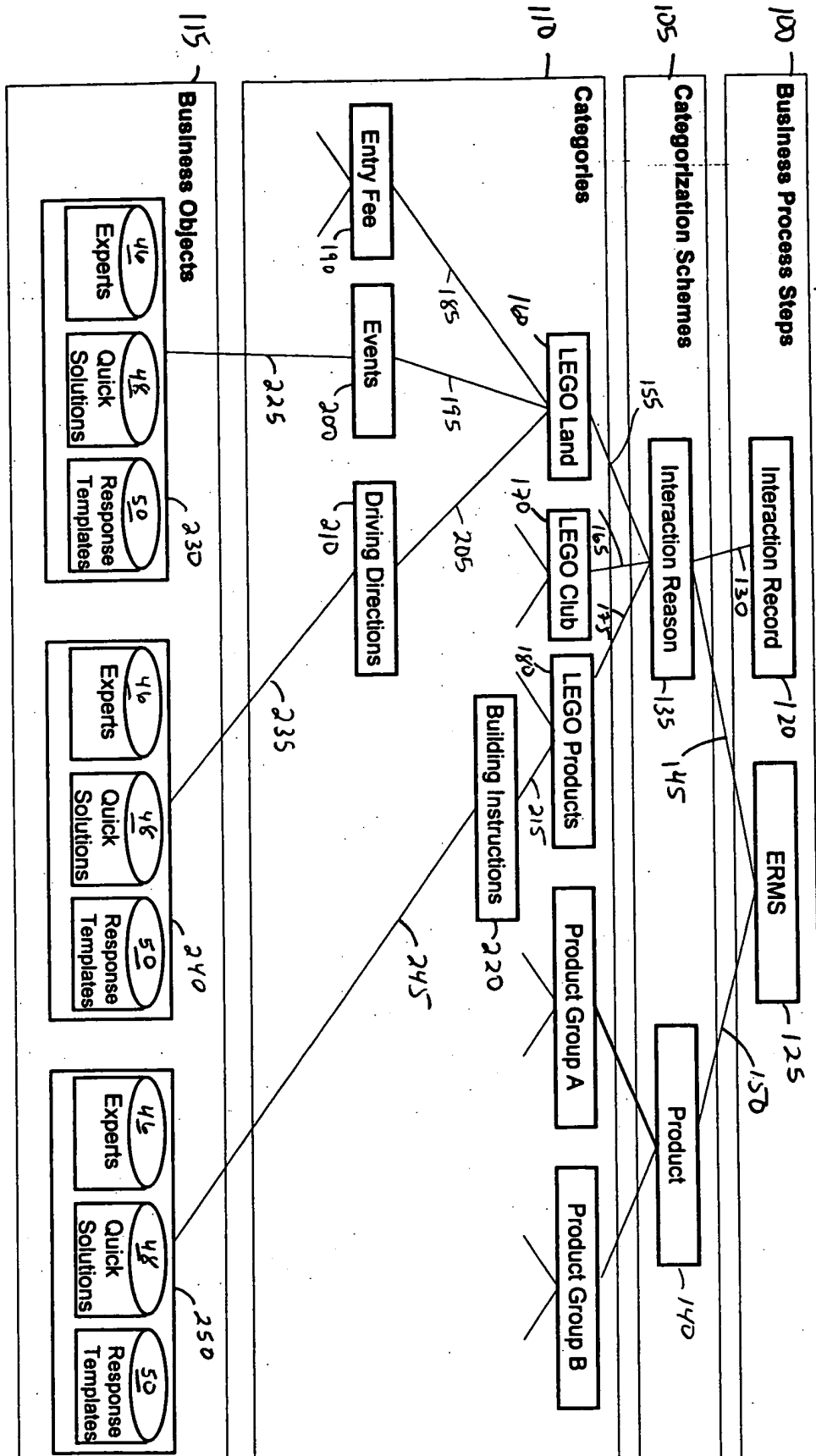


Fig. 3

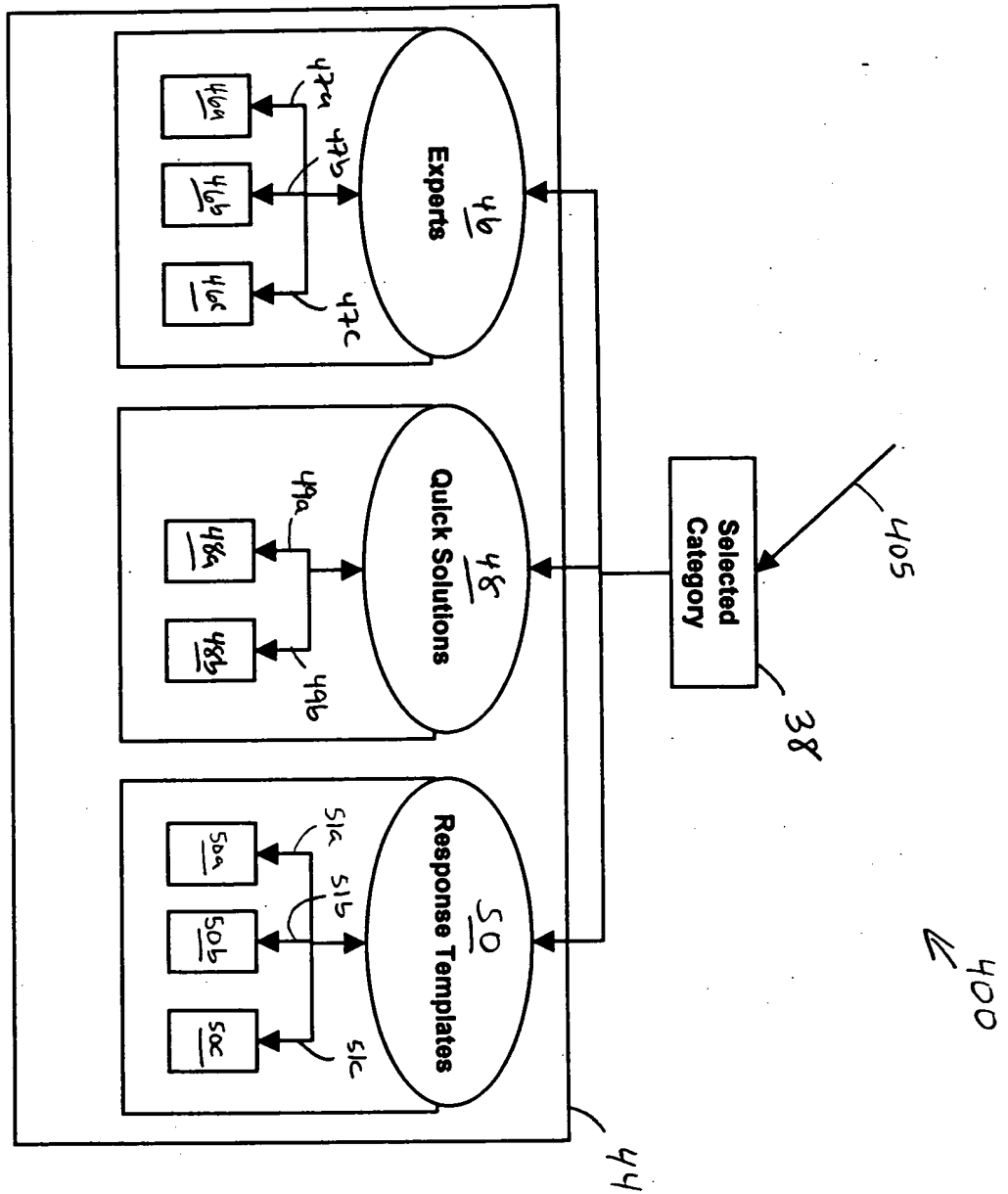


Fig. 4

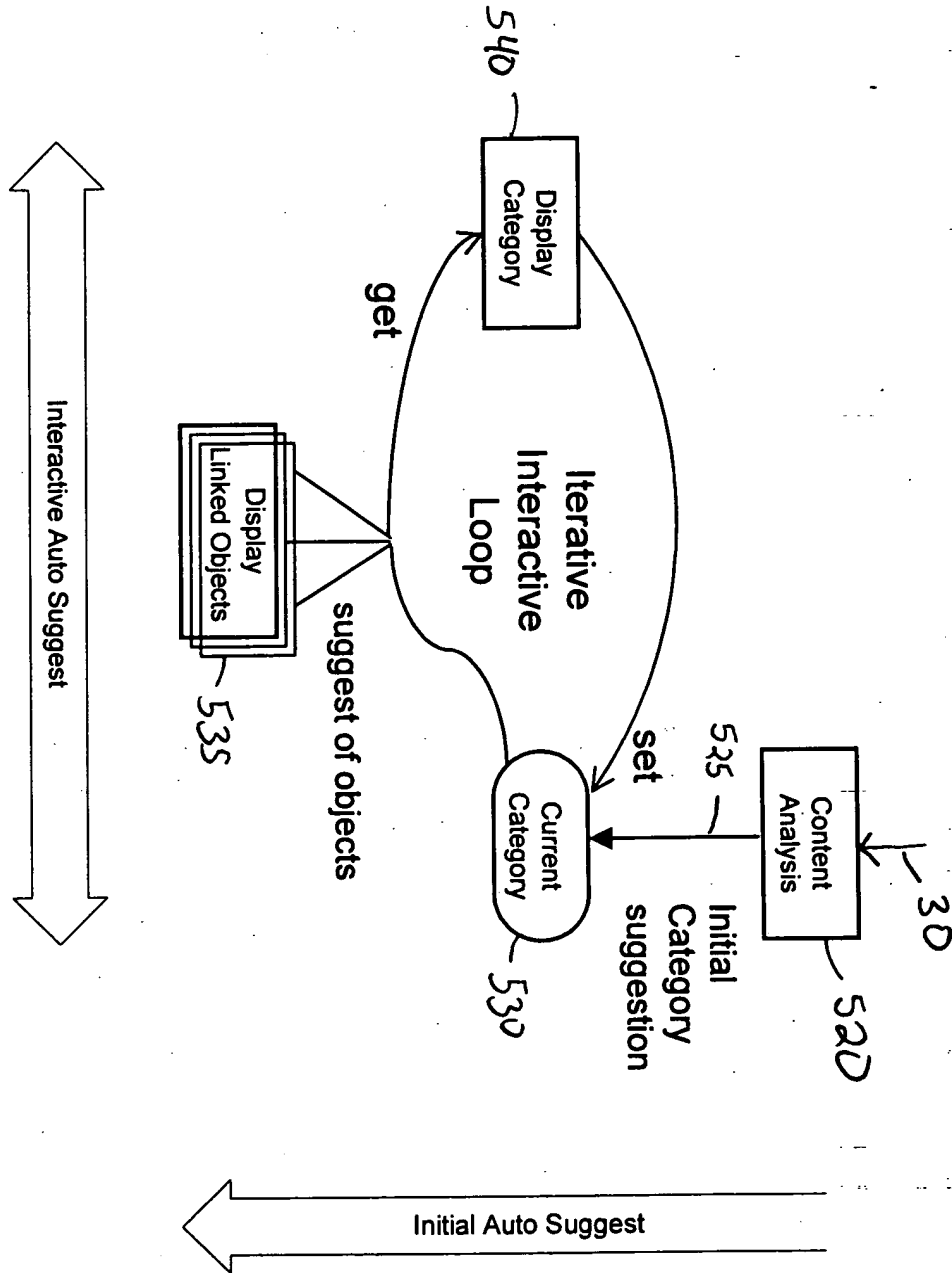


Fig. 5A

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT

USE CATEGORIZATION

EV479290563US

Fig. 5B

Description	Priority / Status	Reason	Classification 1	Classification 2	Classification 3	Classification 4
	Very high	In Process	Apple	Pod	Playlists	

550

555

560

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US

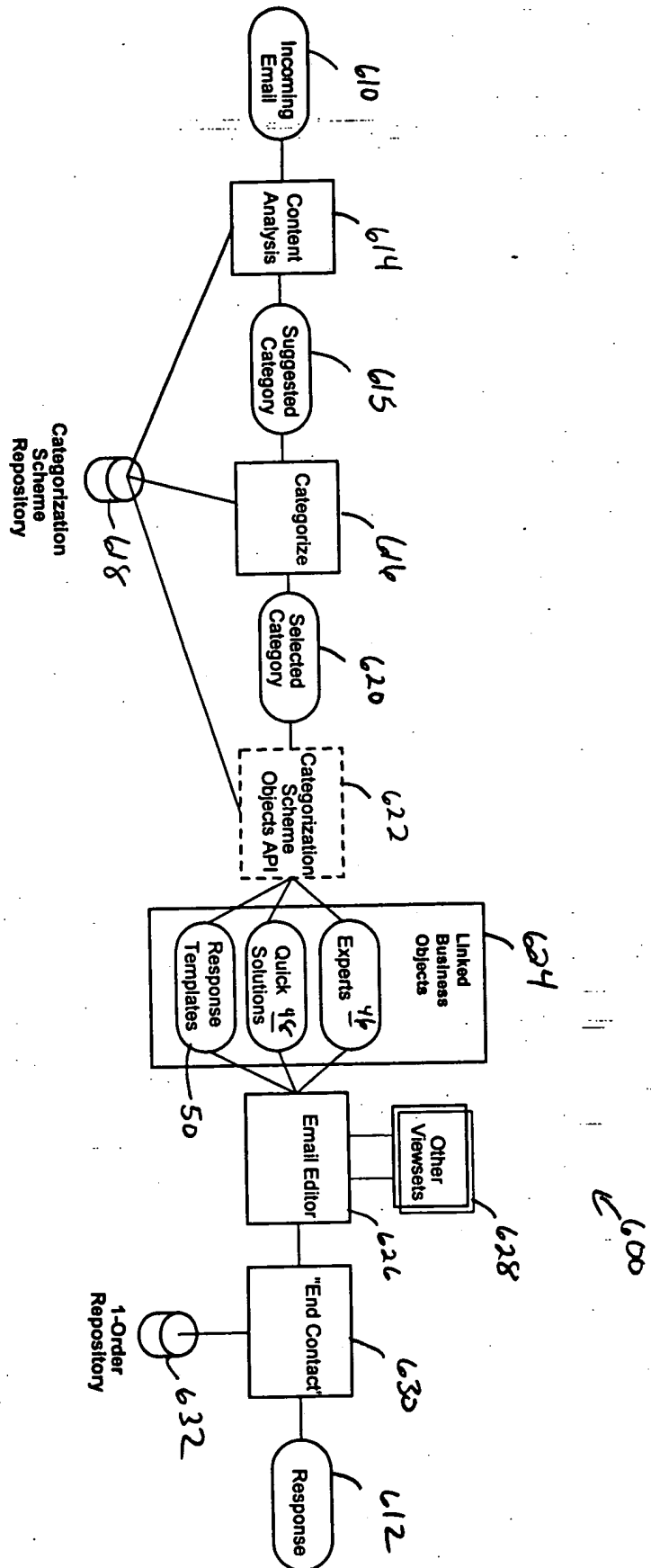


Fig. 6

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US

SAP

Bill Frissel
Martin Co. Ltd.

Accept **Reject** **Transfer** **End** **Dial Pad**

E-Mail **E-Mail**

Subject **Re: Directions to LEGOLAND**

Text type / Language **HTML** **English** **Go**

Insert Standard Response **Art** **7 (35 p)**

>Hi,
>Please send me the directions to LEGOLAND California.
>Tx, Bill Frissel

712

Save **Print**

E-Mail Header

From **pl.castillo@lego.com**

Reply To **service@lego.com**

To **b.frissel@martin.net**

Cc

Bcc

Date/Time

Attachments

Document Title **Type**

1/1

Interaction Log

Reason **Directions**

Priority **Medium**

Description **Directions to LEGOLAND**

Status/Result

Interaction Record

Add **Delete**

FIG. 7A

This time, P.J. document
the reason for interac
first.

714

716

718

710

700

710

700

SAP

Bill Frissel
 Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

Subject: Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response

Directions - LEGOLAND Billund
 Directions - LEGOLAND California
 Directions - LEGOLAND Deutschland
 Directions - LEGOLAND Windsor
 More Responses..

730

>Hi,
 >Please send me the directions to LEGOLAND California.
 >Thx, Bill Frissel

Save Print

E-Mail Header

From: p.frissel@lego.com
 Reply To: service@lego.com
 To: b.frissel@martin.net
 Cc:
 Bcc:
 Date/Time:

Mail Outbound b.frissel@martin.net
 Connected 0:05 / 0:15 Ready

Not Ready

Attachments

Document Title Type

1/1

Interaction Log

Interaction Record

Reason: Directions
 Priority: Medium
 Description: Directions to LEGOLAND
 Status/Result:

FIG. 7B

Now, when P.J. opens the Standard Response pull down, he sees only the relevant responses. P.J. can search for more responses if he needs to.

P.J. chooses Directions to LEGOLAND California.

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

Subject: 730 Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response: Directions - LEGOLAND California Go

Hi Bill,

Here are the directions:

LEGOLAND California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.

From North San Diego County:

Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND

From North San Diego County Inland:

Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND

From North San Diego South Bay Area:

Take 5 South to Cannon Road East, and follow signs to LEGOLAND

From East San Diego County, Hotel Circle:

Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND

Attachments

Document Title Type

1/1

Interaction Log

Interaction Record

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result

From: plcasill@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time

Mail Outbound b.frissel@martin.net
Connected 0:05 / 0:15 Ready

Not Ready

SAP

FIG. 7C

P.J. personalizes the message and sends it to Mr. Frissel.

Applicant(s): Christopher Ronnewinkel
DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION
EV479290563US

Bill Friesel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

Subject: Re: Lego exclusive sets catalog request

Text type / Language: HTML English Go

Insert Standard Response

Membership
Catalog Request
Subscription Enquiry
Publication request
Event list
Greeting
Order Status

730-1

>Hi,
>Please send me the prod
>Lego sets.
>Tnx, Bill Friesel

712

More Responses..

6 p9

E-Mail Header

From: b.friesel@lego.com
Reply To: service@lego.com
To: b.friesel@martin.net
Cc:
Bcc:
Date/Time:
Attachments:
Document Title:
Type:
1/1

Interaction Log

Reason
Priority
Description
Status/Result

Interaction Record

Add Delete

718

FIG. 8A

P.J. decides to look for a Standard Response. He does not see the response he is looking for in the short list, so he selects More Responses to access all of the Standard Responses available company wide.

EV479290563US

P.J. wants to see what categories exist under Interaction Reason.

FIG. 8B

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US

Bill Frissel
Martin Co. Ltd.

Account Rejected Transfer End Dial Pad

E-Mail

More Responses - Search

Show me standard responses with

Interaction Reason
With this title
Language

Search Clear

Value Help Selection

Search Criteria

Interaction Reason
Language

Search Clear Close

Results

Results	Created By
170 LEGO Club	Refers to the exclusive ..
160 LEGO Land	Enquires regarding the ..
210 • Driving Directions	Enquires requesting ..
190 • Entry Fee	Requests to clarify entry ..
200 • Events	Request to know current ..
180 LEGO Products	Category enumerating the ..

Add to favorites Cancel

Mail Outbound b.frissel@martin.net
Connected 0:05 / 0:15 Ready

Not Ready

SAP

FIG. 8C

The tree of categories
under Interaction
Reason are displayed
to P.J. and he selects
Driving Directions.

Applicant(s): Christopher Ronnewinkel
 DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
 USE CATEGORIZATION
 EV479290563US

Bill Fritsessel
Martin Co. Ltd.

Accept **Reject** **Transfer** **End** **Dial Pad**

E-Mail

More Responses - Search

Show me standard responses with

Interaction Reason
 With this title
 Language

Search **Clear**

Results

Title	Category	Created On	Created By
Directions - LEGOLAND Billund	Directions		chavez
Directions - LEGOLAND California	Directions		chavez
Directions - LEGOLAND Deutschland	Directions		chavez
Directions - LEGOLAND Windsor	Directions		chavez

Cancel

SAP

Mail Outbound
 Connected
 0:05 / 0:15
 Ready
Not Ready

b.fritsessel@martin.net

700

FIG. 8D

He searches based on the Category Driving Directions and sees the Standard Responses available under this category. He could also choose to search based on other Search Criteria

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

Mail Outbound Connected 0:05 / 0:15 Ready Not Ready

b.frissel@martin.net

SAP

E-Mail

Standard Response - Detail

Title	Category	Created by	Created on	Preview
Directions LEGO Land California	Directions	Chavez	09.25.2003	<p>Hi Bill,</p> <p>Here are the directions:</p> <p>LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.</p> <p>From North San Diego County:</p> <p>Take Coastal 5 South to Canyon Road East, and follow signs to LEGOLAND</p> <p>From North San Diego County Inland:</p> <p>Take 15 North or South to 78 West to 6 South, then take Canyon Road East and follow signs to LEGOLAND</p> <p>From North San Diego South Bay Area:</p> <p>Take 5 South to Canyon Road East, and follow signs to LEGOLAND</p> <p>From East San Diego County/Hotel Circle:</p> <p>Take 5 West to 6 North to Canyon Road East, then follow signs to LEGOLAND</p> <p>Thanks and best regards,</p> <p>P.J. Costello</p> <p>Customer Service Representative</p>

LEGO

Cancel

FIG. 8E

After reading the description, P.J. decides to insert this response into her email.

Applicant(s): Christopher Ronnewinkel
 DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
 USE CATEGORIZATION
 EV479290563US

Bill Frissel
Martin Co. Ltd

Accept Reject Transfer Edit Del Pad

E-Mail

E-Mail

Subject Re: Directions to LEGOLAND

Text type / Language HTML English

Insert Standard Response Directions - LEGOLAND California Go

Hi Bill,

Here are the directions:

LEGOLAND California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.

From North San Diego County:

Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND

From North San Diego County Inland:

Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND

From North San Diego South Bay Area:

Take 5 South to Cannon Road East, and follow signs to LEGOLAND

From East San Diego County, Hotel Circle:

Take 8 West to 6 North to Cannon Road East, then follow signs to LEGOLAND

Attachments

Document Title Type

Interaction Log

Reason Directions

Priority Medium

Description Directions to LEGOLAND

Status/Result

Interaction Record

Save Print

7/0

700

SAP

Mail Outbound b.frissel@martin.net
 Connected 0:05 / 0:15 Ready

Not Ready

From p.castling@lego.com

Reply To services@lego.com

To b.frissel@martin.net

Cc

Bcc

Date/Time

1/1

718

FIG. 81

P.J. personalizes the message and sends it to Mr. Frissel.

Bill Frisell
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

Subject: Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response: [7:35 PM]

>Hi,
>Could you please send me the KRIKORI NUI building
>instructions?
>Tnx, Bill Frisell

912

Save Print

E-Mail Header

From: pl.castillo@lego.com
Reply To: service@lego.com
To: b.frisell@martin.net
Cc: []
Bcc: []
Date/Time: []

Mail Outbound
Connected 0:05 / 0:15
b.frisell@martin.net
Ready

Not Ready

SAP

Attachments

Document Title: [] Type: []

1/1

Interaction Log

Reason: Building Instructions - KRIKORI NUI
Priority: Medium
Description: KRIKORI NUI building instructions
Status/Result: []

Interaction Record

FIG. 9A

P.J documents the reassor
for interaction first and
Saves it.

718

710

700

920

SAP

Bill Frissel
Martin Co. Ltd.

2 Automatically Proposed Solutions Available

Mail Outbound Connected 0:05 / 0:15 Ready
b.frissel@martin.net

Accept **Reject** **Transfer** **End** **Dial Pad** **Not Ready**

E-Mail

E-Mail

Subject Re: KRIKORI NUI building instructions
Text type / Language HTML English
Insert Standard Response **Go**

From placasillo@lego.com
Reply To service@lego.com
To b.frissel@martin.net
Cc
Bcc
Date/Time

Attachments

Document Title **Type**
1/1

Interaction Log **Interaction Record**

Reason	Priority	Description	Status/Result
Building Instructions - KRIKORI NUI	Medium	KRIKORI NUI building instructions	

Save **Print**

718

FIG. 9B

Immediately, PJ is alerted that the system has located some Solutions that may be helpful.

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US

Bill Frissel
Martin Co. Ltd.

2 Automatically Proposed Solutions Available

Mail Outbound Connected 0:05 / 0:15 Ready
b.frissel@martin.net

Knowledge Search 932

Search Criteria

Text Search | Attribute Search

Database Language

Search Terms Paste Import from Scratch Pad

Kirkorf nui building instructions

Exact Phrase

Exclude Terms

Search Clear

Search Refinement

Refine Find Related

Search Results

☐ Kirkorf Nui step-by-step building instructions 100% Relevancy

☐ Kirkorf Nui product description 85% Relevancy

1/1

Add to Cart Show Suggestions Hide Suggestions

Cart

☒ Kirkorf Nui step-by-step building ins. Feedback Status Successful

1/1

Export to Case Remove

FIG. 9C

P.J. is happy to see the document he wants automatically proposed to him. He adds it to his cart and emails it.

Bill Fritsael
 Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

Subject: **730** Re: KRIKORI NUI building instructions
 Text type / Language: HTML English
 Insert Standard Response: building instructions request Go

E-Mail

Mr. Fritsael,
 The building instructions you requested are attached. Have fun building with LEGO!

LEGO

Kind Regards,
 P.J. Castillo
 Customer Service Representative

>Hi,
 >Please send me the product catalogue for the exclusive
 >Lego sets.
 >Tnx, Bill Fritsael

940

912

Save Print

E-Mail Header

From: p.castillo@lego.com
 Reply To: service@lego.com
 To: b.fritsael@martin.net
 Cc:
 Bcc:
 Date/Time:

Attachments

Document Title: LEGO Krikori Nui building instructions Type:
 1/1

Interaction Log

Reason: Building Instructions - KRIKORI NUI
 Priority: Medium
 Description: KRIKORI NUI building instructions
 Status/Result:

Interaction Record

710

700

SAP

FIG. 9D

- Predefines rules populate email with an auto-response
- If auto response is incorrect the agent can delete email and start over
- Body of email remains editable so agents can add or remove additional info.

P.J. personalizes the email and sends it to Mr. Fritsael.

942

718

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

EV479290563US

1000

1013

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show My favorites Get Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name	Description
Categories	Root
Interaction Reason	The reason for Customer Contacting LEGO
LEGO Club	Refers to the exclusive Lego club. Category to address member questions & concerns
LEGO Land	Enquiries regarding the Lego Land
Driving Directions - 210	Enquiries requesting driving directions
Entry Fee	Requests to clarify entry fee
Events	Request to know current events at Lego Land
LEGO Products	Category enumerating the wide range of Lego products
LEGO Org Chart	The organizational Chart of LEGO

1002

1003

1014

1/5

1005

1004

1006

1011

Match	Attribute - 1007	Operator - 1008	Value - 1009	Case
If	Subject and Body	contains	driving, directions	<input type="checkbox"/>
Or	Subject	contains	Lego Land	<input type="checkbox"/>

1/1

1012

Details Query Example Documents Standard Responses Knowledge Entities

Add Entry Delete Entry

FIG. 10

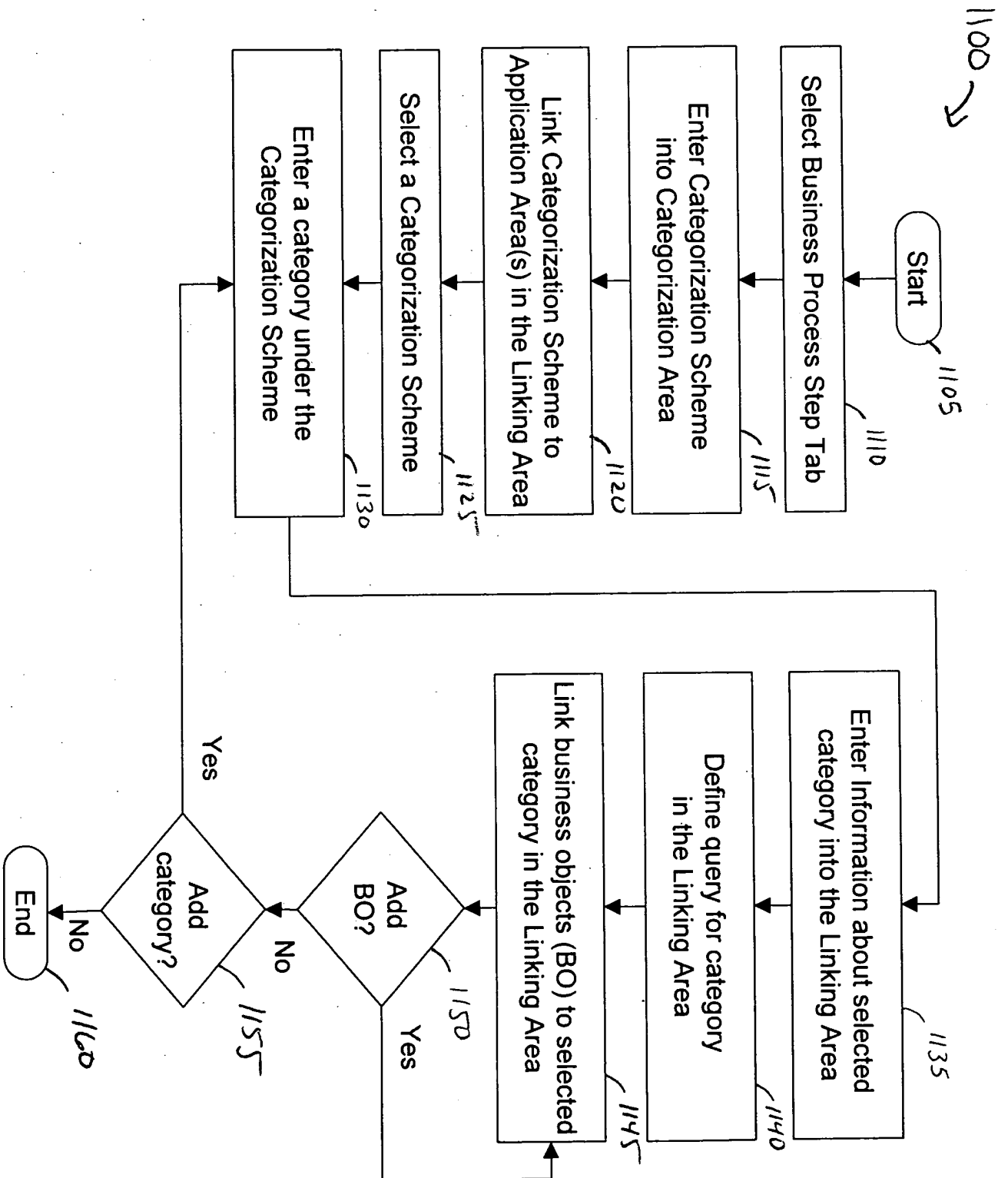


Fig. 11